

tap

RESOURCES was formed by

Terry Pinnell, Principal, PHR, in 1998 to provide Human Resources consulting, recruitment and support to all types and sizes of companies with or without a Human Resources department. The firm also provides specialized human resources services and interim staffing.



Terry Pinnell's professional experience

prior to forming TAP Resources includes serving as Regional Director of Human Resources for MedPartners Northwest Regional Office in Portland, Oregon. Medpartners is one of the largest national physician management practices in the United States.

Other prior experience includes Human Resources Administrative Liaison to CNF Transportation corporate headquarters, a Fortune 500 transportation and supply chain management company and interim Human Resources Director for Menlo Logistics, a major operating unit of CNF

Terry Pinnell's professional experience includes 8 years as a Human Resources Generalist for Emanuel Hospital & Health Center, a level one trauma center, and Holiday Park Hospital, a psychiatric hospital. Other positions with Legacy Health System included Recruiter for nursing, management and other critical positions. Duties included the development and management of an 800-member fitness center.

Other prior experience includes Regional Consultant, with responsibility for marketing, donor recruitment and volunteer management, for an international non-profit corporation.

tap
RESOURCES

tap
RESOURCES

TERRY PINNELL, PRINCIPAL

6420 SW Macadam Ave., Suite 330 • Portland, OR 97239

Phone: 503.349.1781 • Fax: 503.293.6284

Email: terryp@easystreet.com

MBE/WBE/ESB #3543

HUMAN RESOURCES

CONSULTING

RECRUITMENT

SUPPORT



RESOURCES can help your company with Human Resource issues—from a Fortune 500 company with a need for specialized services to a small business with a Human Resource crisis or needing an interim or part-time Human Resource Director or Manager.

EMPLOYEE RELATIONS INVESTIGATIONS

TAP Resources will conduct confidential, on-site investigations to document employee complaints, summarize findings and recommend action to prevent employee suits or BOLI/EEOC complaints.

In 12 years with 3 major corporations, working with more than 2,000 employees, only one employee lawsuit was filed (which settled out of court) and no BOLI/EEOC complaints were lost. This was accomplished through good communication and prompt response to employee and management concerns.

EMERGENCY RESPONSE TO HUMAN RESOURCES CRISIS

The threat of a discrimination, a BOLI, or EEOC complaint needs the immediate attention of a Human Resources Professional. Efforts by top management will divert critical company resources from their primary function and may result in unsatisfactory resolution with fines, litigation, additional expenses and excessive settlement costs. TAP Resources will provide confidential on-site investigations and summarize the findings to avoid these problems.

RECRUITMENT & RETENTION

TAP Resources will recruit, check references, coordinate the interview process and submit final candidates for hire. TAP will also develop employee retention programs.

At one major hospital, the vacancy rate was reduced from 27% to 3.2% within one year and at another health care institution an employee recognition program was implemented that helped reduce turnover and improved morale.

EXECUTIVE HUMAN RESOURCES CONSULTING & CREATIVE CONFLICT RESOLUTION

TAP Resources will provide one-on-one executive-level consulting on Human Resource issues for small, medium and large firms. TAP will also help you resolve difficult employee relations issues.

In one example, a subordinate's complaint about a key executive ultimately resulted in improved communication and productivity for a Fortune 500 company corporate office in California. In another example, the president of a local area hospital was able to resolve his assistant's timeliness and attendance related to a medical condition.

HUMAN RESOURCES SPECIAL PROJECTS

TAP Resources will assist with special projects to support strategic goals. This can include job descriptions, performance appraisals systems, telecommuting programs, health & wellness programs, human resources policy and procedures, leave of absence processes and quality of life programs.

Examples of human resources special projects include:

- *developing job descriptions for a new physician management practice with three clinics and corporate office*
- *implementing Vital Links, an employee retention program which resulted in a front page article in the Oregonian Business section*
- *coordinating a Health & Wellness Fair for a Fortune 500 company*
- *developing and managing an Employee Fitness Center for a major metropolitan area hospital*
- *producing an employee newsletter for a physician management practice.*

HUMAN RESOURCES SUPPORT & INTERIM STAFFING

TAP Resources will provide human resources support or interim staffing for critical-to-fill positions if a company needs time to re-evaluate the position or recruit a replacement. These assignments can last from a few hours per week to full-time for several months. This can include Human Resources Director, Employee Relations Manager and Staffing Manager.

One example was a two month assignment as interim Human Resources Director for an operating unit of a Fortune 500 company in California.

HUMAN RESOURCES TRAINING & DEVELOPMENT

Employee training is one of the best investments a business can make to reduce Human Resources costs and problems. TAP Resources will provide specific skill and awareness training, or we can prepare a needs assessment, develop a curriculum and teach a series of courses to achieve company goals.

Examples include training on coaching, counseling, and termination for a medium-sized medical clinic in Idaho; sexual harassment training for a major hospital system; and leave of absence, OFLA, and FMLA training for a Fortune 500 company in Oregon.

OUTPLACEMENT

TAP Resources will assist with internal and external outplacement for employees who are not a good fit for their current position.

One example of a outplacement success, was the development of an program that outplaced more than 200 unionized medical professionals during a local area hospital closure in Portland, Oregon.